



10 Easy Steps to Finding Quality Child Care

1. Determine which type of care fits the needs of your family – child care center or family child care home.
2. Call the facilities and ask about openings, rates, schedules and appointments.
3. Go visit! Spend time with the director/ provider as well as time in the classroom or with the children. Sit and observe the environment and the teacher/child interactions.
4. Check for and record the license number issued by Community Care Licensing. Make sure the license is currently valid, has not expired or been revoked, and covers the age of your child. **All homes and centers that care for children must be licensed.** The main exceptions to this rule are:
 - ♥ when the child care is being provided for children of only one family, and
 - ♥ the program is recreational (such as the City of Milpitas Stay & Play and City of Milpitas Preschool programs).
5. Look over the “Quality Indicators” flyer and see how the center or home compares.
6. Pay attention to the response of your child to the environment.
7. **Call Community Care Licensing at (408) 277-1241 for a child care file review.** Community Care Licensing will read you three files per day. Released information includes regulation violations, findings at annual visits, and substantiated parent complaints going back three years. Provided you call before 4:00 PM, a Duty Officer will pull the files and call you back the same day. If you call after 4:00 PM, your call will be returned the following day. You will be asked to leave the following information on the message machine:

Your Name _____
Your Phone Number _____
Type of Facility: _____ Center or _____ Family Child Care
Name of Facility _____
Address of Facility _____
License Number of Facility _____
Child Age Group for Center Care:
_____ Infant (birth to two years old)
_____ Preschool (two to five years old)
_____ School-age (five to twelve years old)

8. If there are items listed on the child care file review, take notes and ask the provider to explain the circumstances.
9. Ask the facility for parent referrals. Call these parents and ask about their experiences with the providers.
10. Should all of these check out, enroll your child, and begin the formation of a wonderful partnership.

For more information about finding quality child care, including current listings of Milpitas area licensed child care providers, please contact Toby Librande, City of Milpitas Child Care Coordinator, at (408) 586-3203.

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